



UNIVERSITY OF SAN FRANCISCO

Student Housing and Residential Education

RESIDENTIAL OPERATIONS MANAGER POSITION DESCRIPTION

I. GENERAL SCOPE OF POSITION

The Residential Operations Manager is a ten-month live-in graduate intern position. When classes are not in session (July 16 – August 18, 2018 and January 1 – 19, 2019), the intern position is full-time (35 hours per week); when classes are in session, the position is part-time (25 hours per week). The intern supervises the overall residence hall front desk operation for 2-3 residential communities of between 100-500 students. The intern works with a Central Staff supervisor and two other graduate interns on the planning, implementation, and evaluation of a comprehensive front desk operational and security program. The intern supervises a student Community Office Manager at each of the desks for which they are responsible and indirectly supervises 40 – 60 Community Assistants. The intern is also a member of an on-call duty rotation to respond to after-hours desk and staffing issues.

The intern is expected to be involved at the Departmental, Divisional, and University levels. Such involvement may include serving on committees, working on special projects, and undertaking special assignments. Possible areas of involvement include but are not limited to staff training; student leadership development; academic initiatives; alcohol and other drug (AOD) education; multicultural and social justice education; orientation; and health and wellness.

In weeks when class is in session, it is estimated that the intern will have 14 hours of work related to managing assigned front desks, 5 hours of departmental meetings, 3 hours of conduct meetings and follow-up, and 3 hours of duty response. The intern may work up to 4 additional hours/week during the peak times of opening and closing for a total of 29 hours/week.

II. ACCOUNTABILITY TO UNIVERSITY MISSION, VISION, AND VALUES

As part of the larger staff in Student Life, the intern collaborates and cooperates across divisions and departments to create a supportive University community that encourages student learning and development in the Jesuit Catholic tradition and commits to:

- Promoting a common good that includes the needs of all students
- Engaging differences in a manner that allows students to learn from the diversity of perspectives, experiences and traditions that exist within the University community
- Providing experiences that challenge students to develop spiritually, intellectually, emotionally, physically, socially, culturally and morally in order to prepare them to contribute to the University community

- Drawing out the leadership qualities inherent in every individual, and to providing opportunities for students to apply knowledge and skills
- Creating an environment that supports a socially responsible way of being together in community
- Recognizing and celebrating the achievements and contributions of all students

III. SPECIFIC DUTIES AND RESPONSIBILITIES

Physical Facilities, Environment, Safety and Security

1. Coordinate residence hall front desk operations for 3 – 4 assigned buildings. This includes supervising, hiring and training Community Office Managers and approximately 18 Community Assistants per building.
2. Assist in the opening and closing of the residence halls.
3. Assist with residence hall security through appropriate safety precautions and emergency training for staff.
4. Communicate facilities problems to the Facilities Management Department and larger issues to the Associate Director for Facilities and Operations.
5. Ensure that desk operations smoothly transition to and from the summer sessions.
6. Participate in campus-wide duty coverage to ensure appropriate response to desk issues and to ensure continuous staffing of residence hall front desks.

Individual Student Development and Contact

1. Collaborate with the SHaRE and Student Life staff to implement principles of community and student development that actively foster a sense of community within the assigned residence halls. Assume a leadership role in teaching those principles to Community Office Managers, Community Assistants and other residents.
2. Educate students about rights and responsibilities through student conduct meetings.
3. Confront students regarding inappropriate behavior.
4. Assist residents with personal concerns and make appropriate referrals.
5. Maintain office hours to facilitate student contact.

Staff Development and Contact

1. Assist in the recruitment, selection, supervision and training of paraprofessional Community Office Managers and Community Assistants.
2. Assist Community Desk Staff with personal and professional concerns.
3. Assist in the recruitment and selection of professional staff.
4. Develop rapport and maintain contacts with members of the Student Housing and Residential Education staff (including Resident Advisors, Community Desk Staff, other graduate assistant staff, and full-time professional staff).
5. Maintain office hours to facilitate staff contact.

Other Duties

1. Maintain liaison relationship with other University departments.
2. Participate in departmental/divisional development activities as appropriate.

3. Serve on selected department and University committees.
4. Other duties as assigned (by the Service Operations Manager, Associate Director for Facilities and Operations, Senior Director of Student Housing and Residential Education and/or Vice Provost of Student Life or designee).

IV. SUPERVISION RECEIVED

The intern reports to and is supervised by a professional full-time Central Staff member. Verbal contact is expected on a regular and frequent basis. Written reports may be expected concerning specific situations. Decisions involving delegated areas should be communicated to and/or made in consultation with the supervisor.

V. QUALIFICATIONS

Bachelor's degree required, must be concurrently enrolled in a graduate degree program at the University of San Francisco; 1 year of residence life and/or transferable student affairs experience preferred. Contract begins July 16, 2018.

VI. COMPENSATION

A full-year commitment is required. Must reapply at the end of the 1st year for a 2nd term. Intern will work at a rate of \$15.00 per hour. 35 hours per week for 8 weeks prior to the semester starting, 25 hours per week during the semester. The intern will also be provided a furnished single-occupancy suite and meal plan. Funding support for professional development, MUNI pass, or Dons Dollars in the amount of \$350 will be provided by the host department. Please note all compensation is taxable.

VII. CONTACT/HIRING MANAGER: Service Operations Manager, Student Housing and Residential Education.

VIII. APPLICATION PROCEDURE: Please visit

<https://mysf.usfca.edu/student-life/student-affairs-internship-program> for details on how to apply.

The University of San Francisco is a Jesuit Catholic university founded in 1855 to educate leaders who will fashion a more humane and just world. Candidates should demonstrate a commitment to work in a culturally diverse environment and to contribute to the mission of the University.

USF is an Equal Opportunity Employer dedicated to affirmative action and to excellence through diversity. The University provides reasonable accommodations to qualified applicants with disabilities upon request.

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